

Amendment to the Claims:

This listing of claims will replace all prior versions, and listings of claims in the application:

Listing of Claims:

- 1 1. (previously presented) A method for providing telephone application
2 services using a managed VOIP network, where voice data transmitted over the network is
3 codified in a native VOIP format, said method comprising the acts of:
4 providing a plurality of channels for handling incoming telephone calls and a
5 shared memory, accessible to all channels, storing response voice data in native VOIP format;
6 providing an I/O thread for each channel for managing all I/O, with I/O thread
7 performing the following acts:
8 while playing a message, giving higher priority to data transmission than
9 to data reception; and
10 while recording a message, giving higher priority to data reception than to
11 data transmission;
12 receiving a first incoming telephone call, including a first plurality of received IP
13 packets encapsulating voice data in native format, from a service requestor over the managed
14 VOIP network;
15 setting up a connection between the incoming telephone call and a first one of
16 said channels for handling the incoming telephone call;
17 identifying a requested service;
18 accessing response voice data, stored in the native VOIP format in said shared
19 memory, responsive to the requested service;
20 encapsulating said response voice data in a second plurality of response IP
21 packets; and
22 sending said second plurality of response IP packets over said managed VOIP
23 network to the service requestor.

1 2. (original) The method of claim 1 where said act of identifying a requested
2 service comprises the acts of:

3 processing voice data in native format, extracted from said received IP
4 packets, to identify a requested service;

5 extracting voice data from said received IP packets; and

6 performing speech analysis on extracted voice data to identify the service
7 requested.

1 3. (previously presented) The method of claim 1 where said act of
2 identifying a requested service comprises the acts of:

3 identifying a DTMF signal;

4 determining a requested service associated with an identified DTMF
5 signal.

1 4. (original) The method of claim 1 where said act of accessing response
2 voice data further comprising the acts of:

3 determining whether said requested service requires text to speech (TTS)
4 conversion;

5 if so invoking a TTS module that converts text to non-native voice data
6 not in native VOIP format;

7 converting said non-native voice data to native VOIP format.

1 5. (original) The method of claim 1 where said act of accessing response
2 voice data further comprising the acts of:

3 determining whether received voice data will be processed by a speech
4 recognition module;

5 if so, converting said native VOIP format voice data to non-native format
6 voice data prior to speech recognition.

1 6. (original) The method of claim 1 further comprising the act of:
2 extracting calling ID line data from VOIP call signaling protocol to obtain
3 location information about the service requestor;
4 accessing customized voice data, in native VOIP format, from said shared
5 memory;
6 encapsulating said customized voice data in customized IP packets; and
7 sending said customized IP packets to the service requestor over the managed
8 VoIP network.

1 7. (canceled).

1 8. (previously presented) A method for providing telephone application
2 services using a managed VOIP network, where voice data transmitted over the network is
3 codified in a native VOIP format, said method comprising the acts of:
4 providing a plurality of channels for handling incoming telephone calls and a
5 shared memory, accessible to all channels, storing response voice data in native VOIP format;
6 providing a plurality of message access servers for controlling access to shared
7 memory;
8 receiving a first incoming telephone call, including a first plurality of received IP
9 packets encapsulating voice data in native format, from a service requestor over the managed
10 VoIP network;
11 setting up a connection between the incoming telephone call and a first one of
12 said channels for handling the incoming telephone call;
13 identifying a requested service;
14 utilizing a service requestor ID to access a user database holding an association
15 between the ID and a home MAS for accessing response voice data for the service requestor,
16 wherein the accessed response voice data is stored in the native VOIP format in said shared
17 memory;
18 encapsulating said response voice data in a second plurality of response IP
19 packets.

Appl. No. 09/658,771
Amdt. dated September 28, 2004
Response to Notice of Allowance June 29, 2004

PATENT

1 9. (canceled).